

Private Coaching Agreement

Client name:

Fees: Your invoice will be sent to you from our accounts team shortly. As coaching is a pre-paid service, invoice payment must be received within 14 days of invoice date, or prior to your first session should it fall within those 14 days. Payment covers your coaching sessions, limitless email support and 'laser' coaching as needed.

Coaching procedure: Online coaching is through zoom unless other arrangements have been agreed. Back up session is through telephone - Client calls coach at agreed time on 0423 023 032.

Payment: Payment can be made via direct deposit into the following bank account:

Bank: Bank West
Account Name: Motivation Matters Pty Ltd
BSB: 303 829
Account No: 005 7035

Or via credit card by using the link that comes with your invoice. (merchant fees apply)

Please **include your invoice number as reference** for the payment where possible.

Coaching: Coaching is in no way to be construed as psychological counselling or any type of therapy. As coaching is a result of your commitment, intention and actions during and in between sessions, coaching results are up to you.

Confidentiality: I recognise that anything you share with me in a session is regarded as confidential. I will not disclose any information that identifies you without your permission. At times I share general client themes and common experiences to help other clients with their journey, however all identifying information is omitted and most stories are a culmination of several client experiences or general behavioural principles, observations and outcomes.

Session changes: Sessions can be cancelled and rescheduled with a minimum of 24 hours notice. Except in the case of an emergency, clients will forfeit sessions that are missed or cancelled without 24 hours notice.

Outstanding sessions: Any outstanding sessions that have not been scheduled after 3 months from the last session will be forfeited, unless a prior arrangement has been agreed.

Program cancellation: If the coaching contract is cancelled, a credit note for the remaining sessions will be issued. This will be valid for 12 months and can be re-allocated to any appropriately nominated person. I reserve the right to terminate our sessions immediately and without prior notice if I feel that therapy would be more appropriate for your situation than coaching. (In such case you would receive a refund of the unused sessions.)

Coaching Liability: During your coaching journey, you are still fully responsible for your own life and decisions. In our sessions, I will offer suggestions, options and coaching based on my own life and professional experience, and I will work with you to identify solutions to your challenges. However, any decision you make about a course of action during our sessions is yours alone, and you accept full responsibility for any such decisions. You should always carefully evaluate the consequences of various options, and decide accordingly. I make no representation or warranty to you that any part of the coaching method, sessions or activities will work for your particular circumstances, and given the complexity of human nature, cannot guarantee results (but I do have many clients who can share their success stories). However, I can assure you that we will continue to keep testing, tweaking and trying different techniques in order to keep you moving forward.

It is also important for you to acknowledge that the coaching sessions may be personally, emotionally and physically challenging and that there may be occasions on which you feel, with such challenges, (including but not limited to) feelings of frustration, annoyance or stress. You agree not hold me liable for any loss or cost incurred by you* in the event of mental, physical, financial, emotional stress or distress (or other ailment or condition) manifested either directly or indirectly in relation to your coaching

journey. You shall indemnify me in the event of any such claim, including but not limited to any claims made against me by any person related to or associated with you, including but not limited to your customers.

Anything said by me – verbally or in writing – shall not be constituted to be advice of any kind, including but not limited to medical, psychological, legal, financial, counselling, business or actuarial advice.

**Or any person related to or associated with you, including but not limited to your customers.*

International Coach Federation and ANZI Coaching: As I am committed to gaining the highest level of coaching credentials through various professional coaching bodies, an ICF credentialing judge may contact you for verification that coaching has occurred.

Coach: Anneli Blundell _____

Client: _____

Date: